

Trends in Member Satisfaction - Healthy Indiana Plan 2.0

The Consumer Assessment of Healthcare Providers and Systems, or CAHPS, survey is administered to a sample of members each year.

The survey is conducted by an independent research firm hired by each MCE that is certified by the National Committee for Quality Assurance (NCQA).

One survey instrument is specific to children and another survey instrument is specific to adults.

What is asked on the survey?

What was the member's feedback about the MCE on these questions?

Anthem			
CY 2016	CY 2017	CY 2018	CY 2019

CareSource	
CY 2018	CY 2019

MDwise			
CY 2016	CY 2017	CY 2018	CY 2019

MHS			
CY 2016	CY 2017	CY 2018	CY 2019

Composite Ratings

Members are asked to give a rating of 1 to 10 on the survey (10 is best).

The percentages shown are the percent of members who gave the MCE a score of 8, 9 or 10.

	Survey of Adults																
Rating of the MCE	72.6%	77.0%	78.0%	87.3%		71.6%	76.3%		74.5%	78.8%	77.5%	79.3%		73.3%	76.2%	77.4%	82.0%
Rating of their own health care	73.6%	78.5%	78.2%	83.3%		75.3%	76.6%		67.9%	72.3%	76.0%	73.6%		70.3%	76.4%	78.9%	76.0%
Rating of their personal doctor	76.6%	82.0%	82.2%	90.3%		80.1%	82.3%		73.3%	74.3%	78.7%	80.7%		78.5%	82.8%	80.7%	81.0%
Rating of specialist seen most often	82.7%	84.0%	82.7%	84.1%		78.7%	87.2%		77.4%	81.3%	77.4%	81.3%		77.2%	74.9%	82.3%	78.0%

Composite Scores on Key Measures

For each question, members can answer "Always", "Usually", "Sometimes" or "Never".

The percentages below are when members responded "Always" or "Usually".

	Survey of Adults																
MCE Customer Service	89.8%	87.5%	90.3%	40.3%		87.9%	94.0%		83.3%	85.9%	88.4%	86.4%		87.5%	88.2%	89.9%	92.0%
Getting Needed Care	82.1%	84.9%	86.7%	64.2%		81.3%	87.2%		82.3%	81.4%	83.0%	81.1%		83.0%	83.9%	85.0%	84.0%
Getting Care Quickly	79.5%	83.8%	83.3%	76.0%		81.2%	80.0%		82.4%	79.6%	82.2%	82.4%		80.4%	82.4%	84.7%	84.0%
How Well Doctors Communicate	89.8%	93.1%	91.8%	91.7%		93.8%	96.1%		89.8%	91.6%	92.3%	94.3%		90.1%	90.9%	91.0%	92.0%